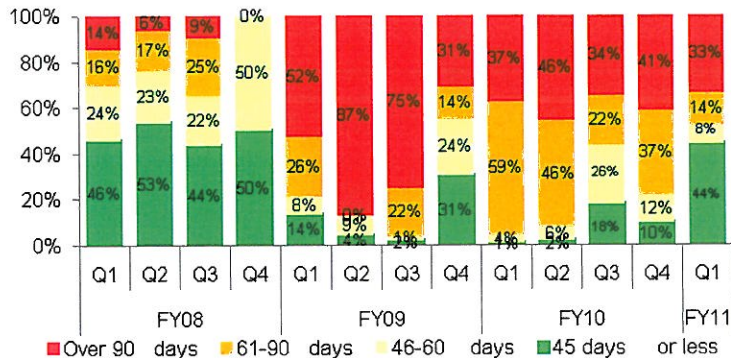


Application Determination Time



Drill Down Measures

- 4.4.a - Current Application Backlog
- 4.4.b - Applications Received

Summary Analysis

In Qtr 1, FY11, the percentage of applications processed in 45 days or less continued to rise: 44 percent compared to 10 percent in the Qtr 4, FY10 and only 1 percent in the Qtr 1, FY10. This is due mainly to the transfer of state-only application processing to a second manager with staff dedicated to these files only and the ongoing insistence that oldest files be processed first. It became obvious that the different priorities of the state and federal programs (e.g., processing time, processing protocols, eligibility criteria) led to delays both in assignment of files for processing and in the timing of a final determination by the manager. Moreover, the quality of staff work suffered. This latter result created a bottleneck which could not be overcome by a single manager reviewing all staff work. Separating the two programs removed the conflicts and provided a second set of eyes to ensure quality was not compromised as emphasis was placed on quantity. With a manager and staff dedicated to state-only applications, new applications can be assigned within 24 hours of receipt and the prospects for a determination within 45 days are greatly enhanced.

New State Only Applications Processed

	Qtr 1 FY10	Qtr 1 FY11
Total	111	257
45 days or less	1	114
46-60 days	4	21
61-90 days	65	37
Over 90 days	41	85

Data Notes

Data Source: OMWBE Database
Measure Definition: The number of new state applications processed in under 45 days, 46-60 days, 61-90 days, and over 90 days, as a percentage of total applications processed during the quarter. This includes state applications (new) and is measured from the day of receipt to the day of the determination.

Target:
Rationale:
Link to Agency Strategic Plan:
Relevance:
Notes (optional): Data as of December 30 2010.

Also Available

Action Plan: Yes
Extended Analysis: Yes

Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2010-01-15 (2)				
Add new staff resources for processing applications	OMWBE		Completed	6/8/2010
Set goals with staff	OMWBE		Completed	
ForumDate : 2008-11-19 (1)				
Reexamine process improvements	Director and certification manager	12/30/2008	Completed	6/12/2009
ForumDate : (1)				
DBE Application Processing Time	Director & Certification Manager	6/30/2011	Not Started	12/30/2010
Add a new item				

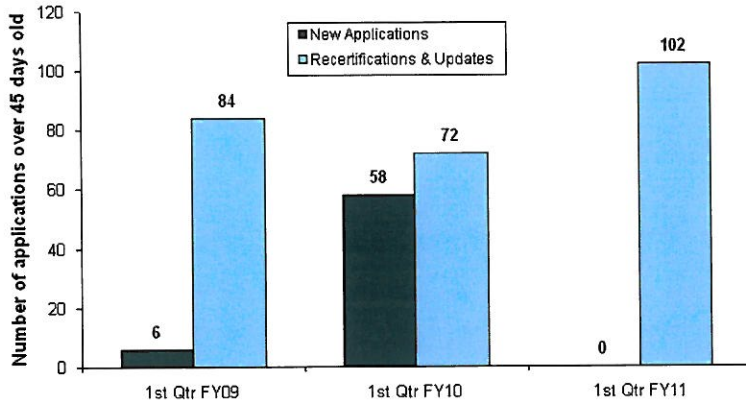
Extended Analysis

While the receipt of the number of new state applications cannot be predicted, effort is focused on increasing the percentage of state applications that are processed in 45 days or less to meet and exceed fy08 achievement. Additionally, OMWBE is monitoring its processing of other applications; i.e., recertification and annual updates, the goal being to identify improvements to reduce overall processing time of these applications. As well, as new state application processing time continues to improve and is sustained OMWBE expects to develop a specific performance measure to track the processing of federal applications beginning qtr 4, fy11.



What is the current backlog of applications?

**Application Backlog
State Certification Only**



Summary Analysis

State Only:

During Qtr 1, FY11, OMWBE continued to make significant progress in reducing the backlog of applications. The backlog of state-only applications was eliminated during this period and the number of new state-only applications processed during Qtr 1, FY11, increased dramatically from Qtr 1, FY10; 257 and 110 respectively. However, it must be noted that the inventory of other applications; i.e., recertifications and annual updates (DBEs only) increased during the same period; 102 for Qtr 1, FY11 compared to 72 at the end of Qtr 1, FY10. There is less concern in the business community about the processing time for these applications because the firms are already certified and remain so while their renewals are being processed.

Data Notes

Data Source: OMWBE Database
Measure Definition: For FY09 & FY10, the data includes only first-time state applications that were not processed within 45 days.
Target Rationale:
Link to Agency Strategic Plan:
Relevance:
Notes: (optional): Last updated December 30 2010
Also Available
Action Plan: Yes
Extended Analysis: No

Action Plan

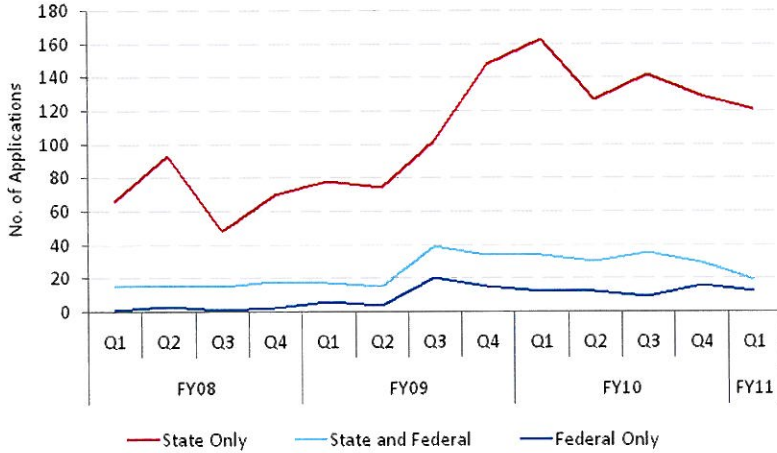
Extended Analysis

Title	Who	Due Date	Status	Status Date
ForumDate : 2010-10-27 (7)				
Restructure Unit: Separate federal from state certification, giving responsibility to two managers	Director	8/1/2010	Completed	12/29/2010
Add one FTE (1 year)	Director	9/30/2010	Completed	12/29/2010
Focus on old files	Certification Staff		In Progress	12/29/2010
Training: Update desk manual for day-to-day staff use	DBE Certification Manager	12/1/2010	In Progress	12/29/2010
Conduct In-service training series on an annual recurring basis	Certification Managers	1/1/2011	In Progress	12/29/2010
Enroll staff who need it in DOP-sponsored Time Management classes	Certification Managers		Not Started	12/29/2010
Launch updated Quikcheck	IT Services Manager	11/1/2010	Completed	12/29/2010
ForumDate : 2010-07-15 (1)				
Process all FY2010 applications in backlog	Director and Certification Manager	7/31/2010	In Progress	9/15/2010
Add a new item				



How many new applications for certification did OMWBE receive?

Applications Received



Drill Down Measures

Summary Analysis

The number of new state-only applications received in the 1st quarter of FY11 declined somewhat from the unprecedented level reached in the 1st quarter of FY10; from 163 to 121. This decline was not unexpected given the slow recovery of the economy and the general reluctance of banks to make loans; particularly to small businesses. The reduced interest feature of the state's Linked Deposit Program has been a lifesaver for many certified firms. However, another requirement of the program has had an offsetting effect: if a firm cannot meet the current criteria of the banks for a loan, the Linked Deposit Program is not available to firms, even though they are certified.

The number of miscellaneous requests (changes in business structure, ownership, business activity) rose in the Qtr 1, FY11. Such changes often require as much attention and analysis as completely new applications. In particular, the number of requests for NAICS code assignments (both changes and additions) increased significantly over FY09 and the first two quarters of FY10 because of a change in bidding procedures initiated by WSDOT. This change in the Qtr 3, FY10 required greater disclosure in bid documents related to a certified firm's participation on federally-funded transportation projects. Certified firms were forced to request changes in the codes and descriptions assigned by OMWBE that identify the work/service they would provide so that the prime contractors could include these details in their bids. These requests were given high priority because often an imminent contract opportunity could depend on this information.

The number was more in line with the quarterly average number received during the rest of FY10.

	State Only	Federal Only	State & Federal
Qtr 1 FY10	163	12	34
Qtr 1 FY11	121	12	19

Data Notes

Data Source: OMWBE Database
Measure Definition: Number of new applications received. Includes first-time applications only, for state, federal, and state/federal combination.
Target Rationale:
Link to Agency Strategic Plan:
Relevance: Last updated December 30 2010
Notes: (Optional) Previous data included annual updates (for state certification only), and federal recertification's (required every three years).

Also Available

Action Plan: Yes
Extended Analysis: Yes

Action Plan

Title	Who	DueDate	Status	StatusDate
ForumDate : 2010-10-27 (1)				
Restructure certification unit	Director and Certification Managers	9/20/2010	Completed	12/29/2010
ForumDate : 2009-07-15 (1)				
Implement first draft of QuikCheck pre-screening tool	Certification and IT Managers	7/31/2009	Completed	12/29/2010
Add a new item				

Extended Analysis

Applications Received (4.4.b)

The overall number of applications received in the 1st quarter of FY11 did not change significantly from the number received in FY10. However, the number in the miscellaneous category nearly doubled as a result of a change in bidding procedures by WSDOT that prompted a surge of requests for NAICS code changes.

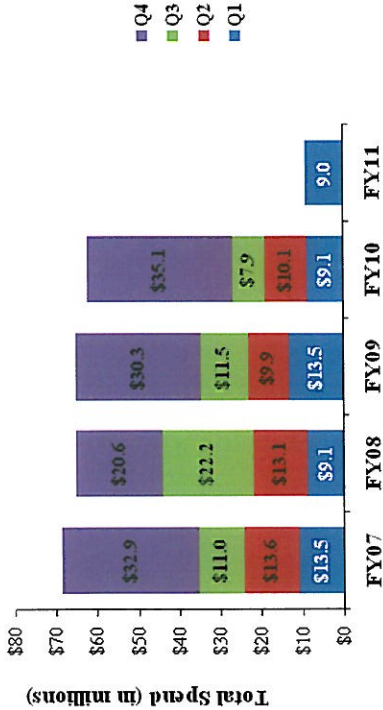
TYPE	FY10	FY11
New State, Federal and Combinations	209	152
Federal Annual Updates	61	76
State-Only Recertifications	81	86
Combination (S&F) Recertifications	30	35
Miscellaneous Requests	33	57
Total	414	406



4.5 - Expenditure with Certified Firms

How much has the State spent with certified firms?

State Expenditure with Certified Firms



Drill Down Measures

4.5.a - Diverse Suppliers to the State

Summary Analysis

FY11, Qtr 1 - Expenditures with Minority & Women Businesses declined slightly.

Total expenditures with certified firms during Qtr 1, FY11 were \$9M, slightly less than the state's expenditures with certified firms for Qtr 1, FY10 (\$9.1M). Minority certified firms in particular continued to experience the negative effects of the ongoing slowdown in the economy as the State's expenditures with MBE firms declined during Qtr 1, FY11 (\$5.6M) from Qtr 1, FY10 (\$6.7M). It is noteworthy, however, that expenditures with WBE firms increased during Qtr 1, FY11 (\$3.3M) from Qtr 1, FY10 (\$2.2M).

Qtr 1	PBase	MBE	%	WBE	%	Total # Certified Firms	Certified Firms Doing Business
FY 11	\$673,397,364	\$5,668,849	0.84	\$3,387,068	0.50	2692	268
FY 10	\$615,665,989	\$6,790,803	1.10	\$2,290,215	0.37	2461	224
FY 09	\$636,215,126	\$8,495,618	1.34	\$5,025,155	0.79	2262	235

Data Notes

Data Source: OMWBE Database

Measure Definition: The dollars of expenditure with certified firms includes only state certified firms, not spending with federally certified firms using federal dollars. The PBase (purchasing base) includes spending on goods and services with both state and federal dollars, with certain limited exceptions.

Target Rationale: FY09 data does not include University of Washington expenditures. UW data could not be included in OMWBE statewide report totals because data was not reported in a compatible format.

Link to Agency Strategic Plan:

Relevance:

Notes: Data as of December 30 2010

Also Available

Action Plan: Yes

Extended Analysis: Yes

Analysis:

Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2009-07-15 (1)	Director	12/31/2009	Completed	9/15/2010

Second Tier Reporting Pilot

Add new item

Extended Analysis

4.5a The number of certified firms doing business with the state during Qtr 1, FY11

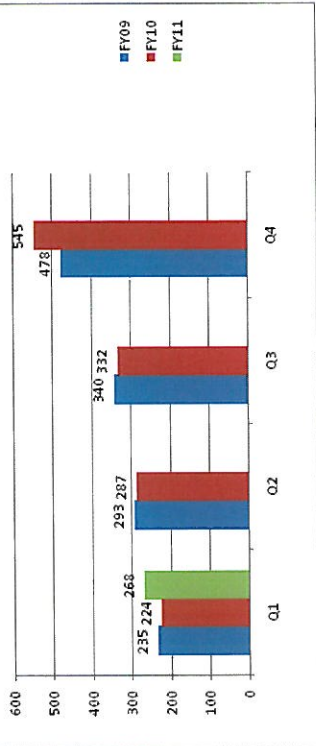
The PBase increased during Qtr 1, FY11 from Qtr 1, FY10. This, along with the reduced expenditures to MBE firms accounts for the lower percentage spend with MBE firms during Qtr 1, FY11 (.84%) from Qtr 1, FY10 (1.10%). However, the state's increased expenditures with WBE firms more than offset the increase in PBase, as the percentage expenditures with WBEs increased slightly during Qtr 1, FY11 (.50%) from Qtr 1, FY10 (.37%). Sufficient data is not available to determine the reason(s) for decline in spending with MBE firms. Commencing Qtr 2, FY11 OMWBE began increased outreach with the communities represented by three ethnic commissions: African American, Asian Pacific American and Hispanic pursuant to interagency agreements. OMWBE will track the results this increased outreach may have on the number of MBE firms and dollar spend.



The number of certified firms doing business with the state is increasing.

Summary Analysis

Number of Certified Firms Doing Business with the State



The number of certified firms doing business with the state increased Qtr 1, FY11 (268) from Qtr 1, FY10 (224)

The total number of available certified firms during Qtr 1, FY11 (2,692) represents an increase over Qtr 1, FY10 (2,461). Note, however, this figure for Qtr 1, FY11 is less than the total number of available firms at the end of FY10 (2,966). More importantly, the number of firms doing business with the state during Qtr 1, FY11 (268) represents an increase from the same period of FY10, despite a decrease in total expenditures by the state with certified firms overall. Furthermore, each ethnic group/gender experienced an increase in the number of firms doing business with the state during Qtr 1, FY11.

Number of Certified Firms Doing Business With the State (1st Quarter)

Ethnicity/Gender	FY11	FY10	FY09
African American	26	21	31
Asian American	59	47	50
Hispanic	25	13	18
Native American	14	9	8
Other	0	0	1
Caucasian	144	134	127
Total	268	224	235

Data Notes

Data Source: OMWBE's Database

Measure Definition:

Target Rationale:

Link to Agency Strategic Plan:

Relevance:

Notes: (optional) As of December 30, 2010

Also Available

Action Plan: Yes

Extended Analysis: Yes

Action Plan

Title	Who	Due Date	Status	Status Date
<ul style="list-style-type: none"> Implement Standard Contract Language OMWBE Directory Re-Design 	Director & Agency Support Manager	12/31/2011	In Progress	12/30/2010
<ul style="list-style-type: none"> Gap Analysis Focused Advocacy 	Director and Agency Support Manager	6/30/2011	In Progress	12/30/2010

Extended Analysis

- Continue to increase number of MWBEs bidding through outreach, training and new interagency agreements with ethnic commissions.
- Continue to encourage agencies to implement contract language permissible under I-200 re: MWBE solicitation, utilization and reporting as first and second tier vendors; and use WEBS OMWBE report.
- Continue to participate in GA Procurement Reform workgroup re: NIGP Code implementation/NAICS alignment and GA WEBS enhancement workgroup.
- Analyze agency spend data to identify new opportunities for MWBEs; assist agencies provide focused outreach and track spend.

CERTIFIED FIRMS DOING BUSINESS WITH THE STATE (2005-2010)

Year	Base (Billions)	Total # of Certified Firms	Certified firms Doing Business	Dollars (Millions)
2005	\$2.8	2449	421	\$54.6
2006	\$2.7	2487	378	\$80.2
2007	\$2.9	2461	453	\$68.5
2008	\$2.7	2467	460	\$64.9
2009	\$2.0	2649	478	\$65.2
2010	\$2.3	2966	545	\$67.1

Add a new item